



Department of Defense **DIRECTIVE**

July 31, 1997
NUMBER 5105.46

DA&M

SUBJECT: TRICARE Support Office (TSO)

- References:
- (a) Title 10, United States Code
 - (b) DoD Directive 5105.46, "Civilian Health and Medical Program of the Uniformed Services," December 4, 1974 (hereby canceled)
 - (c) Title 32, Code of Federal Regulations, Part 199, "Civilian Health and Medical Programs of the Uniformed Services (CHAMPUS)"
 - (d) DoD Instruction 4000.19, "Interservice and Intragovernmental Support," August 9, 1995
 - (e) DoD Directive 1400.16, "Inter-departmental Civilian Personnel Administration Support," October 30, 1970
 - (f) DoD Directive 8910.1, "Management and Control of Information Requirements," June 11, 1993

1. REISSUANCE AND PURPOSE

Pursuant to the authority vested in the Secretary of Defense under reference (a), this Directive establishes the TSO with the mission, organization, responsibilities, functions, relationships, and authorities as described herein. The TSO replaces the Office of the Civilian Health and Medical Program of the Uniformed Services (OCHAMPUS), reference (b), which is hereby disestablished.

2. APPLICABILITY

This Directive applies to the Office of the Secretary of Defense, the Military Departments, the Chairman of the Joint Chiefs of Staff, the Combatant Commands, the Office of the Inspector General of the Department of Defense, the Defense Agencies, and the DoD Field Activities (hereafter referred to collectively as "the DoD Components").

3. DEFINITIONS

3.1. Civilian Health and Medical Program of the Uniformed Services (CHAMPUS). A DoD cost-sharing healthcare program operated under the authority of reference (c).

3.2. TRICARE. A DoD-managed healthcare program operated under the authority of Section 199.17 of reference (c).

3.3. **Uniformed Services**. Includes the Armed Forces (the Army, the Navy, the Air Force, the Marine Corps, and the Coast Guard), the Commissioned Corps of the National Oceanic and Atmospheric Administration, and ~~the~~ Commissioned Corps of the Public Health Service.

4. **MISSION**

The mission of the TSO is to provide operational support for the Uniformed Services in the management and administration of the **TRICARE** program; administer CHAMPUS; and serve as the primary contracting activity for TRICARE-managed care support contracts and other related **healthcare** services contracts.

5. **ORGANIZATION**

5.1. The TSO is hereby established as a DoD Field Activity of the Under Secretary of Defense for Personnel and Readiness (**USD(P&R)**) and shall operate under the authority, direction, and control of the Assistant Secretary of Defense for Health Affairs (**ASD(HA)**) or his or her designee. It **shall** consist of:

5.1.1. A Director appointed by and reporting to the **ASD(HA)**.

5.1.2. Such additional subordinate organizational elements as authorized by the **ASD(HA)**.

5.2. Administrative support for Headquarters, TSO, and TSO field elements maybe provided by the DoD Components through inter-Service support agreements in accordance with DoD Instruction 4000.19 and DoD Directive 1400.16 (references (d) and (e)).

5.3. The TSO is the successor of OCHAMPUS. All references in reference (c) or any other DoD issuance to active **functions** or authorities of the “Office of CHAMPUS” or “OCHAMPUS” shall be understood to be references to functions or authorities of the TRICARE Support Office.

6. **RESPONSIBILITIES AND FUNCTIONS**

6.1. The **Director, TSO**, shall:

6.1.1. Organize, direct, and manage the TSO and all assigned resources.

6.1.2. Supervise, administer, and control all programs and activities assigned to the TSO (including the administration of CHAMPUS).

6.1.3. Provide advice and assistance concerning the **TRICARE** program and other assigned responsibilities and functions to the **ASD(HA)** and others, as appropriate.

6.1.4. Develop such technical guidance, regulations, and instructions as required to effectively administer and manage **TRICARE** programs authorized by 10 U.S.C. (reference (a)).

6.1.5. Support the conduct of studies and research activities in the **healthcare** area to assist the **ASD(HA)**, and others, as necessary, in the formulation of health policies required for management of the Military Health Services System and the **TRICARE** program.

6.1.6. Contract for managed care support, dental support, other health programs, claims processing services, studies and research support, supplies, equipment, and other services necessary to carry out the **TRICARE** program.

6.1.7. Provide oversight, monitoring, and evaluation of contracts identified in paragraph 6.1.6., above, to ensure that contractors are fulfilling their obligations.

6.1.8. Convey appropriate **TRICARE** information to providers of care, beneficiaries, practitioners, professional societies, health industry organizations, fiscal agents, hospital contractors, lead agents, and others, as appropriate.

6.1.9. Collect, maintain, and analyze program cost and utilization data appropriate for preparation of budgets, fiscal planning, and as otherwise needed to carry out **TRICARE** programs.

6.1.10. Provide beneficiary and customer support services, including clinical expertise and case work, and to assist in the resolution of **TRICARE** concerns.

6.1.11. Support the provision by the Defense Legal Services Agency of centralized legal support for the various health-related contracting activities conducted by the TSO to support the **TRICARE** Program.

6.1.12. Carry out responsibilities and **functions** identified in 32 CFR 199 (reference (c)) or other DoD issuances as responsibilities and functions of the Director, OCHAMPUS.

6.1.13. **Perform** such other functions as the **ASD(HA)** may prescribe.

6.2. The **Secretaries of the Military Departments** shall:

6.2.1. Provide, on a reimbursable basis, such facilities, physical security, logistics, and administrative support as required for effective TSO operations. Reimbursements for inter-Service support and services shall be made in accordance with DoD Instruction 4000.19 and DoD Directive 1400.16 (references (d) and (e)).

6.2.2. Assign military personnel to the TSO in accordance with approved Joint Manpower Program authorizations and established procedures for assignment to joint duty.

6.2.3. Provide the necessary funds to the TSO for their respective portions of the TRICARE/CHAMPUS program.

7. RELATIONSHIPS

7.1. The Director, TSO, shall:

7.1.1. Ensure that the DoD Components are kept fully informed concerning TSO activities with which they have collateral or related functions.

7.1.2. Use established facilities and **services** in the Department of Defense and other Federal Agencies, whenever practicable, to avoid duplication and to achieve an appropriate balance of modernization, efficiency, and economy of operations.

7.1.3. Maintain appropriate liaison, consultation and coordination with other governmental and nongovernmental agencies, as required, to exchange information and advice on programs in the fields of assigned responsibility.

7.1.4. Provide support to the regional Lead Agents to accomplish TRICARE program objectives.

7.2. The Heads of the DoD Components shall coordinate with the Director, TSO, as appropriate, on matters relating to TSO operations, **functions**, and responsibilities.

8. AUTHORITIES

The Director, TSO, is specifically delegated authority to:

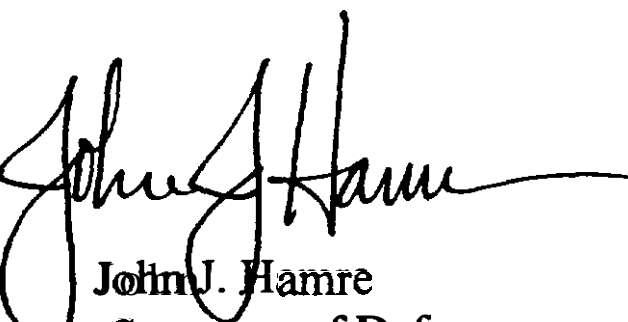
8.1. Obtain reports, information, advice, and assistance consistent with the policies and criteria of DoD Directive 8910.1 (reference (f)), as necessary, to carry out assigned responsibilities.

8.2. Communicate directly with appropriate representatives of the DoD Components and other Executive Departments and Agencies on matters related to TSO programs and activities. Communications to the Commanders of the Combatant Commands shall be transmitted by the ASD(HA) through the Chairman of the Joint Chiefs of Staff.

8.3. Exercise the administrative authorities contained in enclosure 1.

9. **EFFECTIVE DATE**

This Directive is effective immediately.



John J. Hamre
Deputy Secretary of Defense

Enclosure
Delegations of Authority

E1. ENCLOSURE 1

DELEGATIONS OF AUTHORITY

E 1.1. Pursuant to the authority vested in the Secretary of Defense, and subject to the authority, direction, and control of the Secretary of Defense, the **USD(P&R)**, the **ASD(HA)**, and in accordance with DoD policies, Directives, and Instructions, the Director, TSO, or in the absence of the Director, the person acting for the Director, is delegated authority as required in the administration and operation of the TSO to:

El. 1.1. Exercise the powers vested in the Secretary of Defense by 5 U.S.C. 301, 302(b), 3101, and 5107 on the employment, direction, and general administration of TSO civilian personnel.

El. 1.2. Fix rates of pay of wage-rate employees exempted from the Classification Act of 1949 by 5 U.S.C. 5102 on the basis of rates established under the Federal Wage System. In fixing such rates, the Director, TSO, **shall** follow the wage schedule established by the DoD Wage Fixing Authority.

El. 1.3. Administer oaths of **office** to those entering the Executive Branch of the Federal Government or any other oath required by law in connection with employment therein, in accordance with 5 U.S.C. 2903, and designate in writing, as may be necessary, officers and employees of the TSO to perform this function.

El. 1.4. Establish a TSO Incentive Awards Board, and pay cash awards to, and incur necessary expenses for, the honorary recognition of civilian employees of the Government whose suggestions, inventions, superior accomplishments, or other personal efforts, including special acts or services, benefit or affect the TSO, in accordance with 5 U.S.C. 4503, Office of Personnel Management (**OPM**) regulations, and DoD Directive 5120.15, "Authority for Approval of Cash Honorary Awards for DoD Personnel," August 13, 1985.

El. 1.5. Maintain an official seal and attest to the authenticity of official TSO records under that seal.

El. 1.6. Establish advisory committees and employ temporary or intermittent experts or consultants, as approved by the **Secretary** of Defense, for the performance of TSO functions consistent with 10 U.S.C. 173; 5 U.S.C. 3109(b); and DoD Directive 5105.4, "Department of Defense Federal Advisory Committee Management Program," September 5, 1989.

E 1.1.7. In accordance with Executive Orders 10450, 12333, and 12356; and DoD Directive 5200.2, "DoD Personnel Security Program (**DoDPSP**)," May 6, 1992, as appropriate:

El. 1.7.1. Designate any position in the TSO as a "sensitive" position.

El. 1.7.2. Authorize, in case of an emergency, the appointment of a person to a **sensitive** position in the TSO for a limited period of time and for whom a **full** field investigation or other appropriate investigation including the National Agency Check has not been completed.

E 1.1.7.3. Initiate personnel security investigations and, if necessary, in the interest of national security, suspend a security clearance for personnel assigned, detailed to, or employed by the TSO. Any action under this paragraph shall be taken in accordance with procedures prescribed in DoD 5200.2-R, "Personnel Security Program," January 1987.

El. 1.8. Authorize and approve:

El. 1.8.1. Temporary duty travel for military personnel assigned or detailed to the TSO in accordance with Joint Federal Travel Regulations, Volume 1, "Uniformed Service Members."

El. 1.8.2. Travel for TSO civilian personnel in accordance with Joint Federal Travel Regulations, Volume 2, "DoD Civilian Personnel."

El. 1.8.3. Invitational travel to **non-DoD** personnel whose consultative, advisory, or other highly specialized technical services are required in a capacity that is directly related to, or in connection with, TSO activities, in accordance with Joint Travel Regulations, Volume 2, "DoD Civilian Personnel."

El. 1.8.4. Overtime work for TSO civilian personnel in accordance with 5 U.S.C. Chapter 55, Subchapter V, and applicable OPM regulations.

El. 1.9. Approve the expenditure of funds available for travel by military personnel assigned or detailed to the TSO for expenses incident to attendance at meetings of technical, scientific, professional, or other similar organizations in such instances when the approval of the Secretary of Defense, or designee, is required by 37 U.S.C. 412, and 5 U.S.C. 4110 and 4111.

E 1.1.10. Develop, establish, and maintain an active and continuing Records Management Program, pursuant to 44 U.S.C. 3102 and DoD Directive 5015.2, "Records Management Program," March 22, 1991.

E 1.1.11. Utilize the Government International Merchant Purchase Authorization Card (IMPAC) for making micropurchases of material and services, other than personal services, for the TSO, when it is determined more advantageous and consistent with the best interests of the Government.

El. 1.12. Authorize the publication of advertisements, notices, or proposals in newspapers, magazines, or other public periodicals, as required for the effective administration and operation of the TSO, consistent with 44 U.S.C. 3702.

El. 1.13. Establish and maintain, for the **functions** assigned, an appropriate publications system for the promulgation of common supply and service regulations, instructions, and reference documents, and changes thereto, pursuant to the policies and procedures prescribed in DoD 5025. 1-M, "Department of Defense Directives System Procedures," August 1994.

El. 1.14. Enter into support and service agreements with the Military Departments, other DoD Components, or other Government Agencies, as required, for the effective performance of TSO functions and responsibilities.

El. 1.15. Enter into and administer contracts, directly or through a Military Department, a DoD contract administration services component, or other Federal Agency, as appropriate, for supplies, equipment, and services required to accomplish the mission of the TSO. To the extent that any law or Executive Order specifically limits the exercise of such authority to persons at the Secretarial level of the Military Department, such authority shall be exercised by the appropriate Under Secretary or Assistant Secretary of Defense.

El. 1.16. Establish and maintain appropriate property accounts for the TSO and appoint Boards of Survey, approve reports of survey, relieve personal liability, and drop accountability for TSO property contained in the authorized property accounts that has been lost, damaged, stolen, destroyed, or otherwise rendered unserviceable, in accordance with applicable laws and regulations.

El. 1.17. Promulgate the necessary security regulations for the protection of property and places under the jurisdiction of the Director, TSO, pursuant to DoD Directive 5200.8, "Security of DoD Installations and Resources," April 25, 1991.

E 1.1.18. Lease property under the control of the TSO, under terms that **will** promote the national defense or that will be in the public interest, pursuant to 10 U.S.C. 2667.

El .2. The Director, TSO, may redelegate these authorities as appropriate, with the approval of the ASD(HA) and in writing, except as otherwise specifically indicated above or as otherwise provided by law or regulation.